Tracker Measures of Departmental Performance



Mission

Our mission is to provide a worldclass transportation experience that delights our customers and promotes a prosperous Missouri.



Pete K. Rahn, Director Missouri Department of Transportation

About the Tracker

MoDOT's Tracker is a tool to assess how well we deliver services and products to our customers. Much like a GPS tracking system, this tool can only show the direction in which the department is headed. We must determine if it is going in the right direction to best serve our customers.

MoDOT's Mission and Value Statements provide the basis for the Tracker. The 18 results are outcomes that our customers expect to see as we fulfill our mission. Each performance measure listed on the Tracker is designed to help us focus on successfully achieving these results. The Tracker will be published quarterly to ensure accountability and allow our customers to see the progress we are making toward those results that they expect.



Tangible Results

- Uninterrupted Traffic Flow
- Smooth & Unrestricted Roads and Bridges
- Safe Transportation System
- Roadway Visibility
- Personal, Fast, Courteous & Understandable Response to Customer Requests (in-bound)
- Partner With Others to Deliver Transportation Services
- Leverage Transportation to Advance Economic Development
- Innovative Transportation Solutions
- Fast Projects That Are of Great Value
- Environmentally Responsible
- Efficient Movement of Goods
- Easily Accessible Modal Choices
- Customer Involvement in Transportation Decision-Making
- Convenient, Clean & Safe Roadside Accommodations
- Best Value For Every Dollar Spent
- Attractive Roadsides
- Advocate for Transportation Issues
- Accurate, Timely, Understandable & Proactive Transportation Information (out-bound)

Value Statements

MoDOT will -

- support and develop employees because we believe they are the key to our success.
- be flexible because we believe one size does not fit all.
- honor our commitments because we believe in integrity.
- encourage risk and accept failure because we believe in getting better.
- be responsive and courteous because we believe in delighting our customers.
- empower employees because we trust them to make timely and innovative decisions.
- not compromise safety because we believe in the well-being of employees and customers.
- provide the best value for every dollar spent because we're taxpayers too.
- value diversity because we believe in the power of our differences.
- be one team because we all share the same mission.
- use teamwork because it produces the best results.
- foster an enjoyable workplace because we care about each other and our mission.
- be open and honest because we must be trustworthy.
- listen and seek to understand because we value everyone's opinion.
- treat everyone with respect because we value their dignity.
- seek out and welcome any idea that increases our options because we don't have all the answers.
- always strive to do our job better, faster, and cheaper because we want to meet more of Missouri's needs.

TRACKER Table of Contents

Crimical aprical realist feet 2017 mile (1 age 1)	Uninterrupted Traffic Flow – Don Hillis (Page 1)				
Percent of time meeting snow and ice removal performance goals	Jim Carney	1a			
Average speed traveled on selected sections of roadways	Eileen Rackers	1b			
Number of customers assisted by the Motorist Assist program	Mike Curtit	1c			
Number of traffic signal complaints	Julie Stotlemeyer	1d			
Average time to clear traffic incident – UNDER DEVELOPMENT Average time to clear traffic backup from incident – UNDER DEVELOPMENT	Eileen Rackers	1e 1f			
Percent of customers who have used MoDOT Motorist Assist program and feel it is a valuable	Mike Curtit	- 11			
service – UNDER DEVELOPMENT	Eileen Rackers	1g			
Smooth & Unrestricted Roads And Bridges - Kevin Keith (Pa					
Percent of major highways that are in good condition	Jay Bledsoe	2a			
Percent of minor highways that are in good condition	Jay Bledsoe	2b			
Percent of good bridges on major highways	Jay Bledsoe	2c			
Percent of good bridges on minor highways Number of miles completed through the Smooth Roads Initiative - UNDER DEVELOPMENT	Jay Bledsoe	2d 2e			
Safe Transportation System – Kevin Keith (Page 3)	Kyle Kittrell	Ze			
Number of fatalities and injuries year to date	Scott Turner	3a			
Number of impaired driver-related fatalities and injuries year to date	Scott Turner	3b			
Rate of annual fatalities and injuries	Scott Turner	3c			
Rate of commercial vehicle fatalities and injuries	Jan Skouby	3d			
Number of DWI offenders	Scott Turner	3e			
Percent of seat belt / passenger vehicle restraint use	Scott Turner	3f			
Number of DWI convictions	Bill Whitfield	3g			
Number of bicycle and pedestrian fatalities and injuries	Scott Turner	3h			
Number of motorcycle fatalities and injuries Number of fatalities and injuries in work zones	Scott Turner Dan Bruno	3i 3j			
Number of DWI repeat offenders – UNDER DEVELOPMENT	Bill Whitfield	ى 3k			
Roadway Visibility – Don Hillis (Page 4)	Dili Wilitileia	JK			
Percent complete on MoDOT striping program	Jim Carney	4a			
Rate of nighttime crashes	Jim Brocksmith	4b			
Rate of wet weather crashes	Jim Brocksmith	4c			
Percent of signs that meet our customers' expectations – UNDER DEVELOPMENT	Eileen Rackers	4d			
Percent of stripes that meet our customers' expectations – UNDER DEVELOPMENT	Eileen Rackers	4e			
Personal, Fast, Courteous & Understandable Response					
		.,			
To Customer Requests (Inbound) – Jay Wunderlich (Page	5)				
To Customer Requests (Inbound) – Jay Wunderlich (Page Percent of overall customer satisfaction	5) DeAnne Bonnot	5a			
To Customer Requests (Inbound) – Jay Wunderlich (Page Percent of overall customer satisfaction Percent of customers who contacted MoDOT that felt they were responded to quickly – UNDER DEVELOPMENT	5)				
To Customer Requests (Inbound) – Jay Wunderlich (Page Percent of overall customer satisfaction Percent of customers who contacted MoDOT that felt they were responded to quickly – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner – UNDER DEVELOPMENT	5) DeAnne Bonnot	5a			
Percent of overall customer satisfaction Percent of customers who contacted MoDOT that felt they were responded to quickly – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that felt they were responded to in a personal and	DeAnne Bonnot DeAnne Bonnot	5a 5b			
Percent of overall customer satisfaction Percent of customers who contacted MoDOT that felt they were responded to quickly – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Number of customer contacts – UNDER DEVELOPMENT	DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot	5a 5b 5c			
Percent of overall customer satisfaction Percent of customers who contacted MoDOT that felt they were responded to quickly – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT	DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot	5a 5b 5c 5d			
To Customer Requests (Inbound) – Jay Wunderlich (Page Percent of overall customer satisfaction Percent of customers who contacted MoDOT that felt they were responded to quickly – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Number of customer contacts – UNDER DEVELOPMENT Number of customer inquiries answered within 24 hours compared to total number of inquiries –	DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot Marisa Brown	5a 5b 5c 5d 5e			
Percent of overall customer satisfaction Percent of customers who contacted MoDOT that felt they were responded to quickly – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Number of customer contacts – UNDER DEVELOPMENT Number of customer inquiries answered within 24 hours compared to total number of inquiries – UNDER DEVELOPMENT Number of inquiries requiring follow up compared to total number of inquiries – UNDER	DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot Marisa Brown Marisa Brown Marisa Brown	5a 5b 5c 5d 5e 5f			
Percent of overall customer satisfaction Percent of customers who contacted MoDOT that felt they were responded to quickly – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Number of customer contacts – UNDER DEVELOPMENT Number of customer inquiries answered within 24 hours compared to total number of inquiries – UNDER DEVELOPMENT Number of inquiries requiring follow up compared to total number of inquiries – UNDER DEVELOPMENT Partner With Others To Deliver Transportation Services – Kevin Kernard Country (Notes) – Kevin Kernar	DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot Marisa Brown Marisa Brown Marisa Brown Marisa Brown	5a 5b 5c 5d 5e 5f			
Percent of overall customer satisfaction Percent of customers who contacted MoDOT that felt they were responded to quickly – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Number of customer contacts – UNDER DEVELOPMENT Number of customer inquiries answered within 24 hours compared to total number of inquiries – UNDER DEVELOPMENT Number of inquiries requiring follow up compared to total number of inquiries – UNDER DEVELOPMENT Partner With Others To Deliver Transportation Services – Kevin Ke Number of dollars generated through cost-sharing and other partnering agreements Number of dollars of discretionary funds allocated to Missouri	DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot Marisa Brown Marisa Brown Marisa Brown	5a 5b 5c 5d 5e 5f 5g			
Percent of overall customer satisfaction Percent of customers who contacted MoDOT that felt they were responded to quickly – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Number of customer contacts – UNDER DEVELOPMENT Number of customer inquiries answered within 24 hours compared to total number of inquiries – UNDER DEVELOPMENT Number of inquiries requiring follow up compared to total number of inquiries – UNDER DEVELOPMENT Partner With Others To Deliver Transportation Services – Kevin Ke Number of dollars generated through cost-sharing and other partnering agreements Number of transportation related partnering agreements	DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot Marisa Brown Marisa Brown Marisa Brown ith (Page 6) Herbert Wheeler Todd Grosvenor Herbert Wheeler	5a 5b 5c 5d 5e 5f 5g			
Percent of overall customer satisfaction Percent of customers who contacted MoDOT that felt they were responded to quickly – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Number of customer contacts – UNDER DEVELOPMENT Number of customer inquiries answered within 24 hours compared to total number of inquiries – UNDER DEVELOPMENT Number of inquiries requiring follow up compared to total number of inquiries – UNDER DEVELOPMENT Partner With Others To Deliver Transportation Services – Kevin Keneral Modot (Contact of the Contact	DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot Marisa Brown Marisa Brown Marisa Brown Marisa Brown Marisa Brown Todd Grosvenor	5a 5b 5c 5d 5e 5f 5g 6a 6b			
Percent of overall customer satisfaction Percent of customers who contacted MoDOT that felt they were responded to quickly – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Number of customer contacts – UNDER DEVELOPMENT Number of customer inquiries answered within 24 hours compared to total number of inquiries – UNDER DEVELOPMENT Number of inquiries requiring follow up compared to total number of inquiries – UNDER DEVELOPMENT Partner With Others To Deliver Transportation Services – Kevin Ke Number of dollars generated through cost-sharing and other partnering agreements Number of transportation related partnering agreements Percent of earmarked dollars that represent MoDOT's high priority projects Percent of positive feedback responses received from planning partners regarding involvement in transportation decision-making – UNDER DEVELOPMENT	DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot Marisa Brown Marisa Brown Marisa Brown Herbert Wheeler Todd Grosvenor Herbert Wheeler Todd Grosvenor Bill Stone	5a 5b 5c 5d 5e 5f 5g 6a 6b 6c			
Percent of overall customer satisfaction Percent of customers who contacted MoDOT that felt they were responded to quickly – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Number of customer contacts – UNDER DEVELOPMENT Number of customer inquiries answered within 24 hours compared to total number of inquiries – UNDER DEVELOPMENT Number of inquiries requiring follow up compared to total number of inquiries – UNDER DEVELOPMENT Partner With Others To Deliver Transportation Services – Kevin Ke Number of dollars generated through cost-sharing and other partnering agreements Number of transportation related partnering agreements Percent of earmarked dollars that represent MoDOT's high priority projects Percent of positive feedback responses received from planning partners regarding involvement in	DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot Marisa Brown Marisa Brown Marisa Brown Herbert Wheeler Todd Grosvenor Herbert Wheeler Todd Grosvenor Bill Stone	5a 5b 5c 5d 5e 5f 5g 6a 6b 6c 6d			
Percent of overall customer satisfaction Percent of customers who contacted MoDOT that felt they were responded to quickly – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Number of customer contacts – UNDER DEVELOPMENT Number of customer inquiries answered within 24 hours compared to total number of inquiries – UNDER DEVELOPMENT Number of inquiries requiring follow up compared to total number of inquiries – UNDER DEVELOPMENT Partner With Others To Deliver Transportation Services – Kevin Kernumber of dollars generated through cost-sharing and other partnering agreements Number of dollars of discretionary funds allocated to Missouri Number of transportation related partnering agreements Percent of earmarked dollars that represent MoDOT's high priority projects Percent of positive feedback responses received from planning partners regarding involvement in transportation decision-making – UNDER DEVELOPMENT Leverage Transportation To Advance Economic Development – Pat County of the provided of the partners of	DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot Marisa Brown Marisa Brown Marisa Brown Marisa Brown Herbert Wheeler Todd Grosvenor Herbert Wheeler Todd Grosvenor Bill Stone Goff (Page 7) Jay Bledsoe	5a 5b 5c 5d 5e 5f 5g 6a 6b 6c 6d 6e			
Percent of overall customer satisfaction Percent of customers who contacted MoDOT that felt they were responded to quickly – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Number of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Number of customer contacts – UNDER DEVELOPMENT Number of customer inquiries answered within 24 hours compared to total number of inquiries – UNDER DEVELOPMENT Number of inquiries requiring follow up compared to total number of inquiries – UNDER DEVELOPMENT Partner With Others To Deliver Transportation Services – Kevin Ke. Number of dollars generated through cost-sharing and other partnering agreements Number of dollars of discretionary funds allocated to Missouri Number of transportation related partnering agreements Percent of earmarked dollars that represent MoDOT's high priority projects Percent of positive feedback responses received from planning partners regarding involvement in transportation decision-making – UNDER DEVELOPMENT Leverage Transportation To Advance Economic Development – Pat County of Number of outside investment dollars added to existing funds	DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot Marisa Brown	5a 5b 5c 5d 5e 5f 5g 6a 6b 6c 6d 6e 7a 7b			
Percent of overall customer satisfaction Percent of customers who contacted MoDOT that felt they were responded to quickly – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Number of customer contacts – UNDER DEVELOPMENT Number of customer inquiries answered within 24 hours compared to total number of inquiries – UNDER DEVELOPMENT Number of inquiries requiring follow up compared to total number of inquiries – UNDER DEVELOPMENT Partner With Others To Deliver Transportation Services – Kevin Ke. Number of dollars generated through cost-sharing and other partnering agreements Number of dollars of discretionary funds allocated to Missouri Number of transportation related partnering agreements Percent of earmarked dollars that represent MoDOT's high priority projects Percent of positive feedback responses received from planning partners regarding involvement in transportation decision-making – UNDER DEVELOPMENT Leverage Transportation To Advance Economic Development – Pat Compared to total number of outside investment dollars added to existing funds Number of dollars invested that enhance specific economic development projects	DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot Marisa Brown	5a 5b 5c 5d 5e 5f 5g 6a 6b 6c 6d 6e 7a 7b 7c			
Percent of overall customer satisfaction Percent of customers who contacted MoDOT that felt they were responded to quickly – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that they were responded to in a personal and courteous manner – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Number of customer contacts – UNDER DEVELOPMENT Number of customer inquiries answered within 24 hours compared to total number of inquiries – UNDER DEVELOPMENT Number of inquiries requiring follow up compared to total number of inquiries – UNDER DEVELOPMENT Partner With Others To Deliver Transportation Services – Kevin Ke Number of dollars generated through cost-sharing and other partnering agreements Number of dollars of discretionary funds allocated to Missouri Number of transportation related partnering agreements Percent of earmarked dollars that represent MoDOT's high priority projects Percent of positive feedback responses received from planning partners regarding involvement in transportation decision-making – UNDER DEVELOPMENT Leverage Transportation To Advance Economic Development – Pat One Number of miles of new 4-lane corridors completed Number of dollars invested that enhance specific economic development projects Percentage of available SIB & STAR loans outstanding	DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot Marisa Brown	5a 5b 5c 5d 5e 5f 5g 6a 6b 6c 6d 6e 7a 7b 7c 7d			
Percent of overall customer satisfaction Percent of customers who contacted MoDOT that felt they were responded to quickly – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Number of customer contacts – UNDER DEVELOPMENT Number of customer inquiries answered within 24 hours compared to total number of inquiries – UNDER DEVELOPMENT Number of inquiries requiring follow up compared to total number of inquiries – UNDER DEVELOPMENT Partner With Others To Deliver Transportation Services – Kevin Ke Number of dollars generated through cost-sharing and other partnering agreements Number of transportation related partnering agreements Percent of earmarked dollars that represent MoDOT's high priority projects Percent of positive feedback responses received from planning partners regarding involvement in transportation decision-making – UNDER DEVELOPMENT Leverage Transportation To Advance Economic Development – Pat (Number of miles of new 4-lane corridors completed Number of dollars investment dollars added to existing funds Number of dollars invested that enhance specific economic development projects Percentage of available SIB & STAR loans outstanding Number of jobs supported through transportation investment – UNDER DEVELOPMENT	DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot Marisa Brown Marisa Brown Marisa Brown ith (Page 6) Herbert Wheeler Todd Grosvenor Herbert Wheeler Todd Grosvenor Bill Stone Goff (Page 7) Jay Bledsoe Herbert Wheeler Herbert Wheeler Herbert Wheeler Herbert Wheeler	5a 5b 5c 5d 5e 5f 5g 6a 6b 6c 6d 6e 7a 7b 7c			
Percent of overall customer satisfaction Percent of customers who contacted MoDOT that felt they were responded to quickly – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Number of customer contacts – UNDER DEVELOPMENT Number of customer inquiries answered within 24 hours compared to total number of inquiries – UNDER DEVELOPMENT Number of inquiries requiring follow up compared to total number of inquiries – UNDER DEVELOPMENT Partner With Others To Deliver Transportation Services – Kevin Ke Number of dollars generated through cost-sharing and other partnering agreements Number of transportation related partnering agreements Percent of earmarked dollars that represent MoDOT's high priority projects Percent of positive feedback responses received from planning partners regarding involvement in transportation decision-making – UNDER DEVELOPMENT Leverage Transportation To Advance Economic Development – Pat Compared to the partner of the	DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot Marisa Brown	5a 5b 5c 5d 5e 5f 5g 6a 6b 6c 6d 6e 7a 7b 7c 7d 7e			
Percent of overall customer satisfaction Percent of overall customers satisfaction Percent of customers who contacted MoDOT that felt they were responded to quickly – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Number of customer contacts – UNDER DEVELOPMENT Number of customer inquiries answered within 24 hours compared to total number of inquiries – UNDER DEVELOPMENT Number of inquiries requiring follow up compared to total number of inquiries – UNDER DEVELOPMENT Number of inquiries requiring follow up compared to total number of inquiries – UNDER DEVELOPMENT Partner With Others To Deliver Transportation Services – Kevin Ke Number of dollars generated through cost-sharing and other partnering agreements Number of dollars of discretionary funds allocated to Missouri Number of transportation related partnering agreements Percent of earmarked dollars that represent MoDOT's high priority projects Percent of positive feedback responses received from planning partners regarding involvement in transportation decision-making – UNDER DEVELOPMENT Leverage Transportation To Advance Economic Development – Pat Onumber of miles of new 4-lane corridors completed Number of outside investment dollars added to existing funds Number of dollars invested that enhance specific economic development projects Percentage of available SIB & STAR loans outstanding Number of jobs supported through transportation investment – UNDER DEVELOPMENT Innovative Transportation Solutions – Mara Campbell (Pag Annual dollar amount saved by implementing innovative engineering methods	DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot Marisa Brown	5a 5b 5c 5d 5e 5f 5g 6a 6b 6c 6d 6e 7a 7b 7c 7d 7e 8a			
Percent of overall customer satisfaction Percent of customers who contacted MoDOT that felt they were responded to quickly – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT Number of customer contacts – UNDER DEVELOPMENT Number of customer inquiries answered within 24 hours compared to total number of inquiries – UNDER DEVELOPMENT Number of inquiries requiring follow up compared to total number of inquiries – UNDER DEVELOPMENT Partner With Others To Deliver Transportation Services – Kevin Ke Number of dollars generated through cost-sharing and other partnering agreements Number of transportation related partnering agreements Percent of earmarked dollars that represent MoDOT's high priority projects Percent of positive feedback responses received from planning partners regarding involvement in transportation decision-making – UNDER DEVELOPMENT Leverage Transportation To Advance Economic Development – Pat Compared to the partner of the	DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot DeAnne Bonnot Marisa Brown	5a 5b 5c 5d 5e 5f 5g 6a 6b 6c 6d 6e 7a 7b 7c 7d 7e			

TRACKER Table of Contents (cont.)

Percent of estimated project cost as compared to final project cost Skyle Kittrell Parecent of projects completed within budget Dave Ahlvers 9c Percent of projects completed on time Dave Ahlvers 9c Percent of projects completed on time Dave Ahlvers 9c Percent of projects completed on time Dave Ahlvers 9c Percent of projects percent of charge for final part of the state Dave Ahlvers 9c Percent of charge for final part of the state Dave Ahlvers 9c Percent of charge for final part of the state Dave Ahlvers 9c Percent of projects death met acts to go from the programmed commitment on the STIP to the project opening to traffic - UNDER DEVELOPMENT Diane Heckemeyer 9c Percent of projects that meet antional averages for timeliness - UNDER DEVELOPMENT Diane Heckemeyer 9c Percent of projects that meet antional averages for timeliness - UNDER DEVELOPMENT Diane Heckemeyer 9c Percent of projects that meet antional averages for timeliness - UNDER DEVELOPMENT Diane Heckemeyer 9c Percent of projects that meet the state of the state Dave Nichols (Page 10) Percent of projects of the state Dave Nichols (Page 10) Percent of projects of the state Dave Nichols (Page 10) Percent of projects of vertical compared to those impacted Dave Development Dave Developmen	Fast Projects That Are Of Great Value – Dave Nichols (Page 9)				
Percent of projects completed within budget Percent of projects completed on time Percent of change for finalized contracts Percent of change for finalized contracts Percent of change for finalized contract type Percent of change for finalized contract type Percent of change for finalized contract type Percent of project semiple of any by contract type Percent of projects that meet national averages for trimeliness – UNDER DEVELOPMENT Percent of projects that meet national averages for trimeliness – UNDER DEVELOPMENT Percent of projects that meet national averages for trimeliness – UNDER DEVELOPMENT Percent of projects that meet national averages for trimeliness – UNDER DEVELOPMENT Percent of projects that meet national averages for value – UNDER DEVELOPMENT Percent of projects that meet national averages for value – UNDER DEVELOPMENT Percent of projects tompleted without environmental violation Percent of a fire quality days that meet EPA standards by metropolitan area Percent of a firentiative fuel consumed Percent of projects on which MoDOT proactively avoids, protects or restores sensitive species or habitat Percent of erosion prevention expenditures in relation to grading costs on construction projects Percent of erosion prevention expenditures in relation to grading costs on construction projects Percent of erosion prevention expenditures in relation to grading costs on construction projects Percent of trucks using advanced sections of roadway Percent of trucks using advanced technology at Missouri weigh stations Percent of satisfied minor carriers — UNDER DEVELOPMENT Percent of all passengers Percent of I Amaria, passengers Percent of I Amaria, passengers Percent of Lamina passengers Percent of Lamina passengers Percent o	Percent of estimated project cost as compared to final project cost	Kyle Kittrell	9a		
Percent of projects completed on time Percent of change for finalized contracts Dave Ahlvers Percent of change for finalized contracts Dave Ahlvers Percent of projects completed without environmental type Percent of projects that meet national averages for timeliness – UNDER DEVELOPMENT Diane Heckemeyer Percent of projects that meet national averages for timeliness – UNDER DEVELOPMENT Diane Heckemeyer Percent of projects that meet national averages for timeliness – UNDER DEVELOPMENT Diane Heckemeyer Percent of projects that meet national averages for twile – UNDER DEVELOPMENT Environmentally Responsible – Dave Nichols (Page 10) Percent of projects completed without environmental violation Percent of projects completed without environmental violation Percent of arquality days that meet EPA standards by metropolitian area Kyle Kittrell Percent of projects completed without environmental violation Percent of arquality days that meet EPA standards by metropolitian area Kyle Kittrell Percent of projects on which MoDOT proactively avoids, profects or restores sensitive species or state of a development of restored or which MoDOT proactively avoids, profects or restores sensitive species or Rathy Harvey Percent of erosion prevention expenditures in relation to grading costs on construction projects Number of trees planted compared to number of acres cleared and grubbed Jerry Hirtz Percent of recorded material movements – UNDER DEVELOPMENT Average speed traveled on selected sections of roadway Percent of rucks using advanced technology at Missouri weigh stations Jan Skouby Percent of sucks using advanced technology at Missouri weigh stations Jan Skouby Percent of sucks using advanced technology at Missouri weigh stations Jan Skouby Percent of sucks using advanced technology at Missouri weigh stations Jan Skouby Percent of sucks using advanced technology at Missouri weigh stations Jan Skouby Percent of sucks using advanced technology at Missouri weigh stations Percent of rucks using advanced technology at M					
Percent of change for finalized contract type Dave Ahlvers Percent of groups that meet national averages for timeliness – UNDER DEVELOPMENT Percent of projects that meet national averages for timeliness – UNDER DEVELOPMENT Percent of projects that meet national averages for timeliness – UNDER DEVELOPMENT Percent of projects that meet national averages for timeliness – UNDER DEVELOPMENT Diane Heckemeyer Percent of projects that meet national averages for value – UNDER DEVELOPMENT Environmentally Responsible – Dave Nichols (Page 10) Percent of projects completed without environmental violation Percent of air quality days that meet EPA standards by metropolitan area Kyle Kittrell 10b Percent of air quality days that meet EPA standards by metropolitan area Kyle Kittrell 10b Percent of air quality days that meet EPA standards by metropolitan area Kyle Kittrell 10b Percent of air quality days that meet EPA standards by metropolitan area Kyle Kittrell 10b Percent of air quality days that meet EPA standards by metropolitan area Kyle Kittrell 10b Percent of air quality days that meet EPA standards by metropolitan area Kyle Kittrell 10b Percent of air quality days that meet EPA standards by metropolitan area Rathy Harvey 10c R					
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Percent of rest areas & commuter lots that meet our customers' safety needs – UNDER DEVELOPMENT Number of users of commuter parking lots – UNDER DEVELOPMENT Tim Jackson 14d Number of users of rest areas – UNDER DEVELOPMENT Stacy Armstrong 14e	DEVELOPMENT	Jim Carney	14b		
Number of users of rest areas – UNDER DEVELOPMENT Stacy Armstrong 14e	Percent of rest areas & commuter lots that meet our customers' safety needs – UNDER	Jim Carney	14c		
Number of users of rest areas – UNDER DEVELOPMENT Stacy Armstrong 14e		Tim Jackson	14d		
Number of truck customers that utilize rest areas - UNDER DEVELOPMENT Tim Jackson 14f		Stacy Armstrong	14e		
	Number of truck customers that utilize rest areas - UNDER DEVELOPMENT	Tim Jackson	14f		

TRACKER Table of Contents (cont.)

Best Value For Every Dollar Spent - Pat Goff (Page 15)					
Average salary of outsourced contract design and bridge engineer vs. full-time employee	Jim Deresinski	15a			
MoDOT national ranking in revenue per mile as compared to pavement condition	Herbert Wheeler	15b			
Number of MoDOT employees	Micki Knudsen	15c			
Rate of employee turnover	Micki Knudsen	15d			
Percent of Construction and Maintenance expenditures to all other costs	Jim Deresinski	15e			
Percent of satisfied employees	Micki Knudsen	15f			
Number of lost work days per year	Gerry Foster	15g			
IS expenditures per FTE	Debbie Rickard	15h			
Fleet maintenance expenditures per FTE	Debbie Rickard	15i			
Building (maintenance and capital) expenditures per FTE	Debbie Rickard	15j			
Utility expenditures per square foot of occupied space	Debbie Rickard	15k			
Dollars expended on non-design related consultants	Debbie Rickard	151			
Percent of federal funds used	Herbert Wheeler	15m			
Percent of actual state highway user revenue vs. projections	Herbert Wheeler	15n			
Percent of vendor invoices paid on time – UNDER DEVELOPMENT	Debbie Rickard	15o			
Attractive Roadsides - Don Hillis (Page 16)					
Number of hours of litter pickup by MoDOT staff and incarcerated crew	Stacy Armstrong	16a			
Number of miles in Adopt-A-Highway program	Stacy Armstrong	16b			
Number of acres mowed	Stacy Armstrong	16c			
Percent of roadsides that our customers feel are attractive – UNDER DEVELOPMENT	Jim Carney	16d			
Percent of customers who are satisfied with MoDOT's mowing along roadsides – UNDER	Jim Carney	16e			
DEVELOPMENT	,	106			
Advocate For Transportation Issues – Pete Rahn (Page 1)	•				
Percent of transportation-related pieces of legislation directly impacted by MoDOT	Pam Harlan	17a			
Percent of customers who view MoDOT as Missouri's transportation expert – UNDER DEVELOPMENT	Jay Wunderlich	17b			
Number of pieces of federal transportation legislation passed each year that is a benefit or detriment to Missouri – UNDER DEVELOPMENT	Kent Van Landuyt	17c			
Number of external awards received – UNDER DEVELOPMENT	Rebecca Geyer	17d			
Accurate, Timely, Understandable & Proactive	Accurate, Timely, Understandable & Proactive				
Transportation Information (Outbound) – Jay Wunderlich (Pa					
Number of public appearances – UNDER DEVELOPMENT	DeAnne Bonnot	18a			
Percent of customers who feel MoDOT provides timely information – UNDER DEVELOPMENT	DeAnne Bonnot	18b			
Percent of customers who feel MoDOT provides accurate information – UNDER DEVELOPMENT	DeAnne Bonnot	18c			
Percent of customers who feel MoDOT provides understandable information - UNDER DEVELOPMENT	DeAnne Bonnot	18d			
Number of contacts initiated by MoDOT to media – UNDER DEVELOPMENT	Jeff Briggs	18e			
Percent of MoDOT information that meets the media's expectations – UNDER DEVELOPMENT	Jeff Briggs	18f			
Percent of positive versus negative editorials – UNDER DEVELOPMENT	Jeff Briggs	18g			
Number of repeat visitors to MoDOT's web site – UNDER DEVELOPMENT	Matt Hiebert	18h			

⁻ Please Note: Tangible Results are listed in reverse alphabetical order, not by importance.